

A du Pré plc Case Study

Tone Leisure, Somerset



Telephony services

- ✓ du Pré Connect
- ✓ MPLS
- ✓ Web filtering
- ✓ Email filtering
- ✓ IT support
- ✓ Telephony support
- ✓ Email archiving

Finance Director

Robert Warner

IT coordinator

Mike Lemon

About

Tone Leisure was formed in 2003 and has seen annual turnover grow to an impressive £7m today. The company has 12 leisure centres and operates throughout the South West.



Tone Leisure is a charitable leisure trust with 600 staff at 12 centres across the South West. The company stays connected with all voice and data communications through systems provided by du Pré plc.

"Our previous telephone system was ageing and needed replacing. The IT network we inherited was also due for an upgrade so it seemed sensible to talk to experts about combining them both."

Robert Warner, Finance Director at Tone Leisure, explained how he went through the selection process for a new solution. "Cost was always going to be a consideration but network resilience and speed were also key, as was a scalable product that could support multi-sites."

"But we also wanted to benefit from new technologies and needed a company that could bring new ideas to us proactively instead of relying on us to tell them what we wanted."

"Because we're a service industry, it's important for us to look after customer needs in all of our leisure centres. For example, at 6pm on weekdays it's very busy at the main reception so we wanted to manage calls in the best way for everyone."

Robert's procurement process led him to du Pré plc and a selection was made following a due diligence exercise.

"Our IT network and telecoms networks are now just one. This means we have one company supporting us who meets our needs whether it's voice or data. Furthermore, it's created a much more

flexible system that's adapted to suit our ongoing business requirements."

The du Pré support department is trained to respond to all customer needs, whether a small start-up or a larger multi-site customer.

"I recognise that problems will always crop up. It's how the supplier handles them, that's what's important. The helpdesk at du Pré is excellent at communicating with everyone here to talk them through what's happening."

"And the senior level communication I receive is very important. Many IT directors have the problem of not knowing what their suppliers are doing which would lead to zero confidence when I talk to the board. But I don't have that with du Pré. I'm kept up to date with the information I need to know."

Robert's IT coordinator, Mike Lemon, monitors the SLA the company has with du Pré. "There are many good people at du Pré, at all levels, and that makes a good team."

"IT is the enabler for our business growth. If our suppliers help me achieve our business plan then it makes us all happy."

"du Pré helps us do just that."

For further information,
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Connecting people

